

# Request for Proposal: Bike Repair, Maintenance Services, and Supply of Spare Parts (RTV/SRVCS/PQ/2025-2027)

# **Overview**

Raising The Village (RTV) exists because we believe that together we can find straightforward solutions to complex problems of inequality. Together, we can achieve what is impossible alone. Our story is borne as a result of two deep convictions: ultra-poverty is the worst form of inequality in our world; we have the opportunity to end ultra-poverty in our generation.

Since our inception in 2012, we have focused our work on partnering with last-mile, rural communities in Uganda to develop initiatives that pave the pathway out of ultra-poverty towards economic self-sufficiency. We believe that everyone deserves an opportunity to make choices and have a real chance at life. Through our partnerships, we resource, guide, train, and equip ultra-poor families to make empowering decisions, access new opportunities, and shape their futures.

Our work and success are the result of cross-cultural collaboration between our staff and village partners, the local and federal government of Uganda, and experts from around the globe all working together. Fueled by the support of our donors, we are on a path to reach 1 million people annually living in ultra-poverty by 2027.

# Purpose of the RFP

Raising The Village (RTV) operates a fleet of approximately 250 motorcycles across various regions of Uganda. The fleet includes multiple brands and models, primarily Honda Tuff, Hunter Honda XL 125cc, Yamaha YBR, and Yamaha XTZ 125cc. These motorcycles are distributed across 27 districts where RTV implements its programs, including: Amuru, Nwoya, Gulu, Kassanda, Kakumiro, Kibaale, Kagadi, Kyenjojo, Bunyangabu, Bugiri, Kaliro, Luuka, Sironko, Kapchorwa, Rakai, Mitooma, Rubirizi, Rukiga, Rubanda, Kabale, Kitagwenda, Kamwenge, Isingiro, Kanungu, Rukungiri, Buhweju, and Kyegegwa.

# Scope of Work

RTV is seeking a qualified service provider to deliver routine and emergency motorcycle repair and maintenance services, including the supply of genuine spare parts. The selected provider will offer fixed pricing for an agreed-upon period and must have the capacity to serve multiple field locations across Uganda. Preference will be given to providers with regional presence in or near the districts where RTV operates, to enable timely and efficient service delivery. The types of spare parts and service requested include the items included in Annex 1.

# **Proposal Requirements**

Each vendor may develop their proposal using their own format and structure; however, the submission must include both a Technical Proposal and a Financial Proposal combined in a single document. The two sections should be clearly labeled and organized for ease of review.

- The Technical Proposal should address the vendor's approach to meeting Raising The Village's service requirements, including company background, coverage, service quality, capacity, and compliance, as outlined in the Technical Proposal Requirements section below
- The Financial Proposal should present detailed pricing for labor, spare parts, after-sale services, and warranty terms, as outlined in the Financial Requirements section below.

## **Technical Proposal Requirements:**

Each vendor shall submit a Technical Proposal (maximum 10 pages) that addresses the following:

- 1. Company Profile
  - Legal name, registration, and contact details.
  - Overview of operations, years in business, and core services.
  - Organizational structure and relevant certifications.

# 2. Coverage and Reach

- Description of national coverage and service points (include map or list of service locations/partners).
- On-site or mobile maintenance capabilities in RTV operational districts and plan to cover RTV locations.

## 3. Service Quality

- List of certified technicians and qualifications, especially for Honda and Yamaha models listed.
- Average turnaround times for different service types (routine, emergency), including acknowledgement and completion of the repair.
- o Confirmation of use of OEM parts and strategy to maintain genuine parts availability.

#### 4. Spare Parts Availability

- Detail existing stock or supplier relationships to ensure parts availability.
- o Indicate how spare parts will be sourced, delivered, and stored.

# 5. Scalability

- Approach to handling high service volumes or urgent requests across multiple districts.
- Proposed Service Level Agreements (SLAs) for repair and response timelines.

# 6. Technology & Reporting

- Describe any systems used for scheduling, tracking service requests, or reporting.
- o Capability to maintain centralized data and vehicle service history for RTV's fleet.

#### 7. Customer Service

- Availability of a dedicated account manager.
- Support structure: operating hours, escalation paths, response time guarantees.

## 8. Sustainability

- Environmental practices, recycling or disposal of used parts and fluids.
- o After-sale service structure and warranty approach for parts and labor.

# 9. Compliance & Work History

- o Proof of compliance with local regulations, tax and safety standards.
- o License or certification to maintain the mentioned types of motor bikes.
- Work history for similar size maintenance contracts and two or more references from past or current clients for similar services.

# **Financial Proposal Requirements:**

Each vendor shall submit a Financial Proposal that addresses the following:

- 1. Spare Parts Pricing
  - Quote for each genuine new spare part listed above.
  - o Indicate whether parts are OEM, aftermarket, or refurbished.
  - State warranty period offered for each spare part.

# 2. Labour Charges

- o Flat-rate pricing structure for routine maintenance and common repair services.
- Emergency or mobile service rates (if applicable).
- Pricing for diagnostic or service call-out fees.

#### 3. After-Sale Services

- Description and cost (if any) of after-sale support (e.g., check-ins, adjustments, follow-ups).
- Support hours and expected response timelines.

#### 4. Warranty

Warranty periods for spare parts and labor (clearly indicate coverage terms).

## 5. Cost Transparency

- Provide a detailed pricing table for all service and part offerings.
- o Include any available packages or volume discounts.
- Clearly outline payment terms and proposal validity (minimum 90 days preferred).

#### Annex 1

Remarks: Honda XL 125 cc, Yamaha 125 cc, Yamaha YBR 125 cc, Honda Tuff 125 cc, UG BOSS Pro 2025 Model, Yamaha AG 200 and Yamaha DT

No.	Item Description	Quantity	Unit
1	AIR FILTER COMPLETE	1	рс
2	AIR FILTER INNER ELEMENT	1	рс
3	ALL RUBBER PART	1	рс
4	ALL SCREWS SETS	1	рс
5	BALL BEARING	1	рс
6	BATTERY STRAP	1	рс
7	BIG COVER/ DRAIN OIL PLUG	1	рс

BIG GEAR	1	рс
BRAKE DISC PLATE	1	рс
BRAKE PEDAL	1	рс
BRAKE PEDAL SPRING	1	рс
BRAKE PUMP/ HYDRAULIC BRAKE	1	рс
BRAKE SHOE/PAD REAR	1	рс
CAM	1	рс
CAM SHAFT	1	рс
CAMSHAFT SPRING	1	рс
CAMSHAFT PLATE	1	рс
CARBURETOR	1	рс
CARBURETOR JOINTER	1	рс
CDI	1	рс
CYLINDER HEAD OIL SEAL	1	рс
LOWER ROCKER	1	рс
LOWER ROCKER SHAFT	1	рс
VALVE SEAL	1	рс
EXHAUST VALVE	1	рс
INTAKE VALVE	1	рс
CHAIN ADJUSTER	1	рс
CHAIN BOX LINING	1	рс
CHAIN CASE	1	рс
CHAIN	1	рс
CHAIN GUARD	1	рс
CLUTCH CABLE	1	рс
	BRAKE DISC PLATE  BRAKE PEDAL  BRAKE PEDAL SPRING  BRAKE PUMP/ HYDRAULIC BRAKE  BRAKE SHOE/PAD REAR  CAM  CAM SHAFT  CAMSHAFT SPRING  CARBURETOR  CARBURETOR  CARBURETOR JOINTER  CDI  CYLINDER HEAD OIL SEAL  LOWER ROCKER  LOWER ROCKER SHAFT  VALVE SEAL  EXHAUST VALVE  INTAKE VALVE  CHAIN ADJUSTER  CHAIN GUARD	BRAKE DISC PLATE

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33	CLUTCH COMPLETE	1	рс
34	CLUTCH LEVER	1	рс
35	CLUTCH LEVER SPRING	1	рс
36	CLUTCH PLATE (FRICTION PLATE) SET	1	рс
37	CLUTCH WIRE HOLDER	1	рс
38	COUNTER SHAFT ASSY	1	рс
39	CRANKSHAFT ASSY	1	рс
40	CRANKCASE GASKET	1	рс
41	CUSHION GASKET FOR MUFFLER	1	рс
42	CYLINDER BLOCK ASSY	1	рс
43	CYLINDER BLOCK GASKET (PAPER)	1	рс
44	CYLINDER HEAD GASKET (METAL)	1	рс
45	DIRECTION BEARING DUST COVER	1	рс
46	DIRECTIONAL COLUMN LIFTING NUT	1	рс
47	DIRECTIONAL COLUMN LOCK NUT	1	рс
48	DIRECTIONAL COLUMN WASHER	1	рс
49	DISC BRAKE HOSE HOOK	1	рс
50	DRIVE CHAIN SLIDER / CHAIN GUIDE RUBBER	1	рс
51	ENGINE FRONT BRACKET LEFT	1	рс
52	ENGINE FRONT BRACKET RIGHT	1	рс
53	ENGINE REAR HANGER	1	рс
50 51 52	DISC BRAKE HOSE HOOK  DRIVE CHAIN SLIDER / CHAIN GUIDE RUBBER  ENGINE FRONT BRACKET LEFT  ENGINE FRONT BRACKET RIGHT	1 1 1	pc pc pc

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54	FLASHER	1	рс
55	FORK SHAFT	1	рс
56	FRONT DISC BRAKE PAD	1	рс
57	FRONT FENDER UPPER	1	рс
58	FRONT FENDER UPPER	1	рс
59	FRONT FENDER DOWN PART METAL	1	рс
60	FRONT FENDER RUBBER / Front water retaining	1	рс
61	FRONT FENDER UPPER	1	рс
62	FRONT FENDER UPPER	1	рс
63	FRONT LEFT TURN SIGNAL BRACKET	1	рс
64	FRONT RIGHT TURN SIGNAL BRACKET	1	рс
65	FRONT SPROCKET	1	рс
66	FRONT TYRE (Both big and small bikes)	1	рс
67	FRONT WHEEL AXLE & NUT	1	рс
68	FRONT WHEEL LEFT BUSH	1	рс
69	FRONT WHEEL RIM ASSY	1	рс
70	FUEL COCK	1	рс
71	FUEL TANK DECORATION COVER L	1	рс
72	FUEL TANK DECORATION COVER L	1	рс
73	FUEL TANK DECORATION COVER L	1	рс
74	FUEL TANK DECORATION COVER R	1	рс
75	FUEL TANK DECORATION	1	рс

	COVER R		
	OOVERN		
76	FUEL TANK DECORATION COVER R	1	рс
77	FUEL TANK	1	рс
78	FUEL TANK SHIELD BRACKET LEFT	1	рс
79	FUEL TANK SHIELD BRACKET RIGHT	1	рс
80	GEAR COVER	1	рс
81	GEAR SHAFT	1	рс
82	HANDLE BAR	1	рс
83	HANDLE GUARD MOUNTING POST	1	рс
84	HEADLIGHT BULB	1	рс
85	HEADLIGHT COVER	1	рс
86	HEADLIGHT COVER BLUE	1	рс
87	HEADLIGHT COVER RED	1	рс
88	HEADLIGHT	1	рс
89	HEADLIGHT MOUNTING PLATE	1	рс
90	HANDLE COVER PLATE	1	рс
91	HORN	1	рс
92	IGNITION COIL/ HT COIL	1	рс
93	IGNITION LOCK	1	рс
94	INDICATOR FRONT	1	рс
95	INDICATOR REAR	1	рс
96	INNER TUBE FOR FRONT TYRE (Both big and small bikes)	1	рс
97	INNER TUBE FOR REAR TYRE (Both big and small bikes)	1	рс
98	KICK SHAFT 5 GEAR	1	рс

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99	LEFT COVER GASKET	1	рс
100	LEFT COVER	1	рс
101	LEFT ENGINE MOUNTING BRACKET	1	рс
102	LEFT FRONT FOOT PEDAL	1	рс
103	LEFT FRONT SHOCK ABSORBER	1	рс
104	LEFT HAND GUARD	1	рс
105	LEFT HAND GUARD BLUE	1	рс
106	LEFT HAND GUARD RED	1	рс
107	LEFT HAND GUARD WHITE	1	рс
108	LEFT HANDLE GRIP	1	рс
109	LEFT HANDLE SWITCH/ DIMMER SWITCH	1	рс
110	LEFT HANDLE/ CLUTCH LEVER	1	рс
111	LEFT SHIFT FORK	1	рс
112	LEFT SIDE COVER FRONT PART	1	рс
113	LEFT SIDE COVER REAR PART	1	рс
114	LEFT SIDE COVER REAR PART	1	рс
115	LEFT SIDE COVER REAR PART	1	рс
116	LOCK SET	1	рс
117	LOWER SEAT	1	рс
118	MAIN SHAFT ASSY	1	рс
119	MAIN SPROCKET	1	рс
120	MID SHIFT FORK	1	рс
121	MUFFLER / SILENCER	1	рс
122	MUFFLER CLIP SET	1	рс

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123	MUFFLER TUBE/ EXHAUST PIPE	1	рс
124	NEEDLE BEARING	1	рс
125	NEEDLE BEARING	1	рс
126	NEEDLE BEARING	1	рс
127	NEEDLE BEARING	1	рс
128	NEEDLE BEARING	1	рс
129	NETHER BEARING OUTER RING	1	рс
130	NETHER STEEL BALL ASSY	1	рс
131	OIL FILTER /SCREEN OIL FILTER	1	рс
132	OIL FILTER NUT	1	рс
133	OIL FILTER/SCREEN OIL FILTER SPRING	1	рс
134	OIL GAUGE	1	рс
135	OIL PUMP	1	рс
136	OIL SEAL SPROCKET	1	рс
137	PISTON CLIP	1	рс
138	PISTON PIN	1	рс
139	PISTON RING ASSY	1	рс
140	PISTON STD	1	рс
141	PISTON STD+	1	рс
142	PUSHING ROD	1	рс
143	REAR BRAKE HUB/REAR BRAKE ASSY	1	рс
144	REAR BRAKE LIGHT SWITCH	1	рс
145	REAR BRAKE ROCKER ARM	1	рс
146	REAR BRAKE ROD	1	рс

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147	REAR BRAKE SWITCH	1	рс
148	REAR BRAKE SWITCH SPRING	1	рс
149	REAR CARRIER/ REAR SHELF	1	рс
150	REAR FOOTREST LHS	1	рс
151	REAR FORK ASSY	1	рс
152	REAR FORK AXLE & NUT	1	рс
153	REAR LEFT TURN SIGNAL BRACKET	1	рс
154	REAR LICENSE PLATE	1	рс
155	REAR PART REAR FENDER	1	рс
156	REAR RIGHT FOOT PEDAL	1	рс
157	REAR RIGHT TURN SIGNAL BRACKET	1	рс
158	REAR ROCKER LINK	1	рс
159	REAR SHOCK ABSORBER	1	рс
160	REAR SPROCKET	1	рс
161	REAR SUSPENSION ROCKER	1	рс
162	REAR TYRE (Both big and small bikes)	1	рс
163	REAR WHEEL AXLE & NUT	1	рс
164	REAR WHEEL AXLE MIDDLEBUSH.	1	рс
165	REAR WHEEL DRUM	1	рс
166	REAR WHEEL LEFT BUSH	1	рс
167	REAR WHEEL RIGHT BUSH	1	рс
168	REAR WHEEL RIM ASSY	1	рс
169	REDUCTION GEAR SHAFT	1	рс
170	REFLECTOR BRACKET	1	рс

171	RIGHT COVER GASKET	1	рс
172	RIGHT COVER	1	рс
173	RIGHT ENGINE MOUNTING BRACKET	1	рс
174	RIGHT FRONT FOOT PEDAL	1	рс
175	RIGHT FRONT SHOCK ABSORBER	1	рс
176	RIGHT HAND	1	рс
177	RIGHT HAND	1	рс
178	RIGHT HAND	1	рс
179	RIGHT HAND	1	рс
180	RIGHT HANDLE / BRAKE LEVER	1	рс
181	RIGHT HANDLE GRIP	1	рс
182	RIGHT HANDLE SWITCH/ DIMMER SWITCH	1	рс
183	RIGHT SHIFT FORK	1	рс
184	RIGHT SIDE COVER FRONT PART	1	рс
185	RIGHT SIDE COVER REAR PART	1	рс
186	RIGHT SIDE COVER REAR PART	1	рс
187	RIGHT SIDE COVER REAR PART	1	рс
188	ROUND REFLECTOR	1	рс
189	RUBBER, FUEL TANK	1	рс
190	SEAT BRACKET	1	рс
191	SEAT	1	рс
192	SIDE MIRROR LEFT	1	рс
193	SIDE MIRROR RIGHT	1	рс
194	SIDE STAND	1	рс

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195	SIDE STAND SPRING	1	рс
196	SILVER COVER FOR MUFFLER	1	рс
197	SMALL COVER	1	рс
198	SPARK PLUG	1	рс
199	SPEED COUNTER	1	рс
200	SPEEDOMETER CABLE	1	рс
201	SPEEDOMETER CLIP	1	рс
202	SPEEDOMETER COMPLETE	1	рс
203	SPROCKET SCREW	1	рс
204	SPROCKET BRACKET/ CHAIN HUB	1	рс
205	SPROCKET FASTEN PLATE	1	рс
206	STARTER MOTOR	1	рс
207	STARTER RELAY	1	рс
208	STARTING AXLE/ SHAFT KICK	1	рс
209	STARTING IDLE GEAR	1	рс
210	STATOR /MAGNETO COIL	1	рс
211	STEERING BEARING	1	рс
212	STEERING STEM	1	рс
213	STOP PLATE SPRING	1	рс
214	STOP PLATE	1	рс
215	TAIL COVER	1	рс
216	TAIL LIGHT ASSY	1	рс
217	THROTTLE/ACCELERATOR CABLE	1	рс
218	UPPER BEARING OUTER RING	1	рс
219	UPPER SEAT	1	рс

220	UPPER STEEL BALL ASSY	1	pc
221	UPPER STEM	1	рс
222	VARIABLE SPEED CAM	1	pc
223	VOLTAGE REGULATOR	1	pc
224	WAVEFORM RING	1	рс
225	WIRING HARNESS	1	рс
226	Labour per bike repaired	1	рс

# **General Provisions**

- Each vendor may have their own proposal version, but both the technical proposal and financial proposal must be submitted as one document.
- Only proposals that fully address the mandatory services listed in the bidding requirement will be evaluated.
- For any inquiries, please send an email to <a href="logistics@raisingthevillage.org">logistics@raisingthevillage.org</a> no later than Monday July 18th, 2025 by 5:00pm and all responses will be provided within 48 hours.

Interested vendors should submit a proposal by email to <a href="mailto:tenders@raisingthevillage.org">tenders@raisingthevillage.org</a> no later than Tuesday, **25th July 2025 by 5:00pm EAT.**